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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

ATTY DOCKET NO.: 9259-2
DATE: February 15, 2002

JCS96 U.S. PTO
10/076963
02/15/02

**UTILITY PATENT APPLICATION TRANSMITTAL LETTER
AND FEE TRANSMITTAL FORM (37 CFR 1.53(b))**

BOX PATENT APPLICATION

Commissioner for Patents
Washington, DC 20231

Sir:

Transmitted herewith for filing under 37 CFR 1.53(b) is:

- a patent application
 a Continuation a Divisional a Continuation-in-Part (CIP) Application of prior application no.:
 and claims the benefit of Provisional Application No. 60/269,032; filed February 15, 2001.

AUGUST 2001
U.S. PATENT AND TRADEMARK OFFICE

Inventor(s) or Application Identifier:

James C. Lester, Raleigh, North Carolina; **William Bares**, Raleigh, North Carolina; **Bradford Mott**, Apex, North Carolina; **Luke Zettlemoyer**, Cambridge, Massachusetts

Entitled: **METHODS, SYSTEMS, AND COMPUTER PROGRAM PRODUCTS FOR PROVIDING AUTOMATED CUSTOMER SERVICE VIA AN INTELLIGENT VIRTUAL AGENT THAT IS TRAINED USING CUSTOMER-AGENT CONVERSATIONS**

Correspondence Address:



20792

PATENT TRADEMARK OFFICE

Enclosed are:

1. Application Transmittal Letter and Fee Transmittal Form (*A duplicate is enclosed for fee processing*)
2. 32 pages of Specification (including 66 claims)
3. 9 sheets of Formal Drawings (35 USC 113)
4. Oath or Declaration
 - a. newly executed (*original or copy*)
 - b. copy from prior application (37 CFR 1.63(d)) (*for continuation/divisional*) [Note Box 6 Below]
 - c. DELETION OF INVENTOR(S) (*Signed statement deleting inventor(s) named in the prior application*)
5. Application Data Sheet. See 37 CFR 1.76
- 6.. Incorporation By Reference (*useable if box 4b is checked*)

The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 4b, is considered as being part of the disclosure of the accompanying application and is hereby incorporated

by reference therein.

7. Microfiche Computer Program (*Appendix*)
8. Assignment papers (*cover sheet(s) and document(s)*)
9. Applicant claims small entity status. See 37 CFR 1.27.
10. Information Disclosure Statement with 5 references and PTO-1449
11. Preliminary Amendment (*Please enter all claim amendments prior to calculating the filing fee.*)
12. English Translation Document
13. Certified Copy of Application No.
14. Sequence Listing/ Sequence Listing Diskette
 - a. computer readable copy
 - b. paper copy
 - c. statement in support
15. An Associate Power of Attorney
16. Return Receipt Postcard (MPEP 503) (*Should be specifically itemized*)
17. Other:

The fee has been calculated as shown below:

	Column 1 No. Filed	Column 2 No. Extra	Small Entity Rate	Large Entity Rate
BASIC FEE			\$370.00	\$ 740.00
TOTAL CLAIMS	66- 20 =	46	x 09 = \$	x 18 = \$828.00
INDEP CLAIMS	6- 3 =	3	x 42 = \$	x 84 = \$252.00
<input type="checkbox"/> MULTIPLE Dependent Claims Presented			+ 140 = \$	+ 280 = \$
<i>If the difference in Col. 1 is less than zero, Enter "0" in Col. 2</i>		Total \$	Total \$1820.00	

- A check in the amount of \$ to cover the filing fee is enclosed.
- A check in the amount of **\$1860.00** is enclosed to cover the filing fee, PLUS the Assignment Recordation fee (\$40.00).
- Please charge my Deposit Account No. 50-0220 in the amount of \$.00 for the additional claims fee.
- The Commissioner is hereby authorized to credit overpayments or charge the following fees associated with this communication to Deposit Account No. 50-0220:
a. Additional filing fees under 37 CFR 1.16 for presentation of extra claims.
b. Additional patent application processing fees under 37 CFR 1.17.

Respectfully submitted,


D. Scott Moore
Registration No. 42,011

CERTIFICATE OF EXPRESS MAILING

Express Mail Label No. EV 015663425 US

Date of Deposit: February 15, 2002

I hereby certify that this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: BOX PATENT APPLICATION, Commissioner for Patents, Washington, DC 20231.


Traci A. Brown